



Hamsey Green  
Primary School

*Parent Survey Results*  
*Spring 2018*

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### Overall Survey Results

Having taken up post in September 2017, The New Leadership Team and I are delighted to see a significant improvement in such a short space of time. Hamsey Green Primary School became a new Academy School in May 2017 and is now part of the Tandridge Learning Trust. Your feedback is important to us in order that we continue to drive standards and aim to provide your children with the best possible education, opportunities and outcomes.

We had a total of 89 responses, out of a possible 340, which equates to 26% of parents based on our number of pupils on roll. Therefore, the percentages below reflect that of the 89 responses that we received. We have drawn out comparisons against the last parent survey that was issued in 2016 with a similar response volume. Please note that the questions of the last survey were slightly different to the one issued this term. Where we have not been able to draw comparisons, the result states that there 'is no data to compare.' The calculations combine the views of parents that either 'Strongly Agreed' or 'Agreed'.

<i>Statements from survey</i>	<i>Strongly Agree or Agree 2018</i>	<i>Strongly Agree or Agree 2016</i>
<i>My child is happy at Hamsey Green Primary</i>	<b>86%</b>	65%
<i>My child feels safe at Hamsey Green Primary</i>	90%	No data to compare
<i>My child makes good progress at Hamsey Green Primary</i>	<b>85%</b>	72%
<i>My child is well looked after at Hamsey Green Primary</i>	<b>86%</b>	72%
<i>My child is taught well at Hamsey Green Primary</i>	<b>86%</b>	61%
<i>My child receives appropriate homework for their age</i>	<b>82%</b>	No data to compare

Hamsey Green Primary makes sure its students are well-behaved.	60%	50%
Hamsey Green Primary deals effectively with bullying.	36% <i>NB: 45% of parents stated that they 'Did not know'</i>	No data to compare
Hamsey Green Primary is well led and managed	75%	No data to compare
Hamsey Green Primary responds well to any concerns I raise	70%	56%
I receive valuable information from Hamsey Green Primary about my child's progress	70%	46%
I would recommend Hamsey Green Primary to another parent	70%	No data to compare

## School Response to each question

### **My child is happy at Hamsey Green Primary**

We are pleased with this figure (86% strongly agreed or agreed with this statement). Our goal is to ensure that all pupils are happy and safe and achieve their full potential. We would ask parents/carers to book a formal appointment with their child's class teacher to discuss any concerns or issues, as soon as possible, so that we can work in partnership to address the concerns and/or issues. This is important as we need to understand the circumstances in order to address any problems swiftly.

### **My child feels safe at Hamsey Green Primary**

This is also a pleasing figure (90% strongly agreed or agreed). The children's safety and well-being is paramount and we are proud that we have developed a safe and happy environment for the children to flourish. We are aware that we have two very large sites to manage, as well as an attached Children's Centre, but wanted to take this opportunity to reiterate safety measures that we have put in place in order to continue to provide a safe environment.

1. Senior Leaders are visible both before and after school, at both sites, every day. In the event of absence or emergency meetings, we endeavour to ensure that there is a presence.
2. Learning Mentor and Pastoral Leader – Upper site are visible and available to discuss any queries or concerns before school.
3. We have staggered year group playtimes and lunchtimes so that children can have a smoother and more enjoyable lunchtime. We have recently appointed pupil Peer Mediators who help to promote positive play.
4. The Premises Team and Senior Leadership Team conduct regular Health and Safety Walks.
5. We have provided staff with extra training around behaviour, safeguarding and pastoral care in order to further promote safety.
6. We have implemented 'I need to talk' boxes and 'Worry Boxes' around the school so that pupils can raise any concerns that they have.
7. Site Surveys have deemed the sites themselves to be 'safe' and 'secure'.

### **My child makes good progress at Hamsey Green Primary**

85% of parents strongly agreed or agreed with this statement, which is satisfying. If you do have any concerns over your child's progress, again, we would strongly encourage you to arrange a formal meeting with the class teacher at your earliest convenience. You can ask for a review of your child's learning/books at any time and should do so by contacting your child's class teacher (via the school office or in person before or after school) to agree a mutually agreeable time to do so. We have also ensured that we are offering a range of parent workshops to provide parents with information about how to support learning at home. We also host termly parent consultation evenings and will also be offering a Summer Drop In and Formal End of Year Report.

### **My child is well looked after at Hamsey Green Primary**

We pride ourselves in living up to our school values and the one in particular pertinent to this statement is to ensure that we are 'nurturing'. We are happy that 86% of parents strongly agreed or agreed with this statement. We are proud of how well we are able to care and look after the children that we serve. This term, we have also appointed our new Pastoral Lead for the school, Miss Kelly, who is going to further strengthen this aspect across our provision.

### **My child is taught well at Hamsey Green Primary**

We have high expectations for teaching and learning at Hamsey Green. The expectation at Hamsey Green is that every child will receive a consistent daily diet of 'good' or better teaching. Teachers and support staff are held accountable for ensuring that they are meeting this expectation consistently. 86% of parents agreed that their child is taught well. We would like to reiterate previous points about early consultation with teachers if you have any concerns around your child's progress and the teaching in the class.

### **My child receives appropriate homework for their age**

Again, a pleasing response, of 82% concurring that they feel their child has appropriate homework set for their age. Upper Key Stage 2 have already held a meeting regarding homework for parents this term and our hope is that we would organise further meetings and workshops to support parent's understanding. Please look out for further information for the summer term. However, if you have any questions regarding homework, please speak to your child's class teacher or the Assistant Head teacher for their phase.

### **Hamsey Green Primary makes sure its students are well- behaved.**

60% of parents surveyed strongly agreed or agreed with this statement. Whilst behaviour has improved and is continuing to do so, we are aware of some areas that could improve further and are working extremely hard at modelling and reinforcing these higher expectations. Prevention is by far better than cure, so we are proud that we have identified early help strategies and referrals in order to improve behaviour across the whole school. Our behaviour audit which was led by the Academy confirmed that we have secured vast improvements and that we are continuing to do so.

#### **Clearer expectations for sanctions and rewards:**

- We have revised the Behaviour Policy (November 2017) and have implemented Good to be Green Charts across the school. The charts are visual and encompass a systematic approach.
- Staff have received specific training regarding the new policy, as well as other Professional Development Opportunities to enhance their practice.

#### **General Etiquette in and around the school:**

- Children and staff are held to account for their corridor etiquette. E.g. Holding doors open, saying please and thank-you and using 'indoor voices' and greeting each other and staff appropriately.
- Children lead into assemblies quietly and are showing great self-discipline throughout.

- Kind Words and Kind Actions are persistently echoed through choices that are made and all children are held to account for their actions.
- Respect is earned not given- we are using this approach and all adults and pupils are held to account through this motto.

#### **Playtime/Lunchtime Behaviour:**

- Children expressed that having more equipment would stimulate and entertain them at playtimes and lunchtimes. We have recently introduced this and are monitoring the impact that this is having.
- A senior member of staff is always on duty each day to monitor and oversee behaviour.
- Our new Pastoral Lead also has a presence during this time (at the upper site) and some lunchtime clubs are being planned for children to address their social, emotional and communication skills.

#### **Classroom behaviour:**

- Teachers use the 'Good to be Green Chart' to administer a consistent and fair approach to managing behaviour in their classroom. The system also helps us to record, analyse and identify any patterns that are emerging. Our priority is to ensure that there is a consistent and fair approach in managing behaviour.
- Teachers differentiate for pupils who may need additional support in terms of supporting behaviour for learning.
- Class teachers can also choose to further promote good behaviour for learning by using positive praise and recognition; giving stickers and house-points for particular house team efforts, own personal reward incentives in class e.g. certificated and awarding dojos.

#### **Hamsey Green Primary deals effectively with bullying.**

The figure for agreement is relatively low (36%), however, what is reassuring is that 45% of parent selected 'they did not know.' This could indicate that their



child/children have not experienced any kind of incident. We want to reassure parents that bullying at Hamsey Green is rare and where any incidents have occurred they have been managed in line with our school Anti-Bullying Policy, Safeguarding Procedures, Behaviour Policy and Department for Education guidance. We would encourage parents to meet with the class teacher in the first instance if they do have any concerns.

Here is some further guidance that you may find helpful about bullying:

[www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk)

We have planned in some anti-bullying workshops and learning and have also designated an Anti-Bullying lead.

### **Hamsey Green Primary is well led and managed**

75% of the 89 responses agreed that Hamsey Green Primary is well led and managed. We feel that this is positive considering a new Leadership team was established in September 2017. We are working hard to secure further improvements. We would like to take this opportunity to provide you with a flavour of some of the new systems and processes that have been put in place this academic year:

1. New Senior Leadership Team are more visible and approachable, before and after school most days, on the playground, wearing high visibility jackets. If you want to have a chat please do not hesitate to speak to any of the Senior Leaders.
2. We have launched two term's worth of Parent Workshops and Engagement sessions to help improve parent partnerships and increase parent understanding of whole school initiatives and how they can help their child at home. This will be continuing on a termly basis.
3. As we are now an academy, part of the Tandridge Learning Trust, Hamsey has direct access to support, challenge and quality assurance from the other Head teachers within our Multi-Academy Trust. We are also fortunate to be working closely with The Director of Primary School Improvement from The Trust.

4. The head teacher has led a number of coffee mornings in order to listen to parent feedback and suggestions for events, initiatives and improvements.
5. The head teacher had received a lot of feedback regarding the school website when she started in September. Strong views were about the organisation/aesthetics and the ease of access to key information. The head teacher listened and a new website has been designed. We are hopeful for this to be launched by May 3<sup>rd</sup> 2018.

### **Hamsey Green Primary responds well to any concerns I raise**

We are very proud of the positive response, which indicates that 70% of parents agreed with the above statement. This is also an improved figure on the last parent survey results. We have detailed below some impact statements:

- We have a clear steps of escalation.
  1. Any concern about your child should be reported to the class teacher in the first instance – informal chat or discussion at the start or the end of the school day.
  2. Depending on the concern this could be a formal meeting and must be arranged via the school office.
  3. If you have an on-going concern and feel that it has not been resolved, then you must make an appointment for a formal meeting with the Assistant Head teacher who is responsible for the phase.
  4. The final stage of this escalation procedure would be to meet with the Deputy Head teacher or Head teacher.
- Any complaints will be dealt with in line with the Academy's Complaints Policy.
- We have senior leaders visible at the start of each day and at the end of each day on the playground.
- We are flexible and are happy to receive emails or letters detailing any concern(s) but they must always go through the school office email address.

[office@hamsey.surrey.sch.uk](mailto:office@hamsey.surrey.sch.uk)

- We will be issuing annual parent surveys in order to give parents an opportunity to provide feedback. Any concerns should ideally be managed above. However, we are always open to feedback.
- Since September, we have launched a series of Parental Engagement events, such as coffee mornings; afternoon teas, workshops and much more.

### **I receive valuable information from Hamsey Green Primary about my child's progress**

70% of parents agreed with the statement above. We must point out that this is a marked improvement from the last parent survey collection.

- We hold parental consultation evenings—early in the autumn term to communicate strengths and targets. This also provides all parents with an opportunity to get to know the teacher and raise any preliminary concerns or worries.
- We hold another Parent Consultation Evening in the spring term, to report a mid-year review of how your child is doing academically, socially and emotionally.
- In the summer term, teachers will send out a detailed report that summarises your child's progress for the academic year. There will be no formal consultation evening, however, we will host a drop in afternoon/evening, whereby you can meet with the class teacher, if you have a concern or query about your child's written report.

### **I would recommend Hamsey Green Primary to another parent**

We are happy to see that the percentage of parents who agreed with this statement is at 70%. We will continue to work hard to improve the ethos, culture and reputation of the school, so that it becomes a more popular choice within our local community. We are aiming to further improve this figure and look forward to working in continued partnership with you as parents and carers.

## General Comments and Quotes from Parents

*(NB: Quotes have been anonymised for data protection reasons)*

*“The School feels much better already!” “I can really see the changes being made.”*

*“Very pleased, with the positive approach and happy with my child’s progress.”*

*“I think communication has improved and I love the new community feel and regular parent opportunities to get involved and give feedback. Like at the Coffee Mornings, workshops and events -Thank-you.”*

*“I am so pleased that we have a new head teacher. She is approachable, positive and enthusiastic to engage and meet with the parents. I like that the new Leadership Team are on the gates most days to meet and greet the children and us as parents”*

*“One of my main concerns is the safety of the road on Tithepit Shaw Lane.”*

*“My child is very happy at Hamsey; they love to learn and tells me that all the teachers are amazing”.*

*“In my opinion, some year groups seem to be better behaved than others; but it was good to find out during the Parent Coffee Mornings that there are measures in place to improve this.”*

*“Although the parent consultation evenings are informative, there is not enough time and the ten minutes go by very quickly. I am hoping that this could be reviewed for next year.”*

*“The school environments have improved, the displays are of a higher standard and it is nice to see and hear that the children’s work is celebrated on displays and in assemblies.”*

*“My child has told me all about the new incentives for class rewards and improved behaviour. Like Afternoon Tea with the Head teacher; Merit Cards, Certificates, Good to be Green Postcards Home and the Class reward trip. Great to see these new initiatives promoted in the Head teacher’s newsletter etc.”*

## Plans for the next Survey

The next survey will go out between the end of Autumn term 2018 and Spring term 2019. In order to raise the profile of this and increase parental participation, we would like to offer you the following incentives.

By completing and returning the next parental survey, your name will automatically be entered into a prize draw. Two entries will be drawn at random and will win (in order):

**1<sup>st</sup> Prize-** A luxury hamper to the value of £50.00

**2<sup>nd</sup> Prize-** Pizza Express Gift Card for £25.00



*NB: Pictures and photos are for illustrative purposes.*



*I would like to say thank-you to all parents who took the time to complete our spring term survey and for all of the feedback (positive and areas for development). I also want to state that, even if you did not have time to complete the survey or chose not to, that we still value your thoughts and feedback.*

*In order to make Hamsey Green Primary School the best that it can be, it is important that we work in continued partnership. I am genuinely so thankful to all of you for your support and look forward to continuing to enhance all aspects of school life!*

*Miss Elstob  
Head Teacher*

